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Tender

Garden waste stickers East and North Herts

North Hertfordshire District Council

F02: Contract notice

Notice identifier: 2022/S 000-018122

Procurement identifier (OCID): ocids-h6vhtk-034d71

Published 4 July 2022, 12:01pm

Section I: Contracting authority

I.1) Name and addresses

North Hertfordshire District Council

Council Offices, Gernon Road

LETCHWORTH

SG63JF

Contact

Akinyimika Oyedapo

Email

Akin.Oyedapo@north-herts.gov.uk

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://www.north-herts.gov.uk/>

Buyer's address

<https://www.north-herts.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Tenders/Current>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/supplyhertfordshire.aspx/Tenders/Current>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Garden waste stickers East and North Herts

II.1.2) Main CPV code

- 79811000 - Digital printing services

II.1.3) Type of contract

Services

II.1.4) Short description

North Hertfordshire District Council and East Herts Councils shared waste service team (the Council) invites Tenders for the design, supply, print and postage of its respective garden waste service permits.

The Council is seeking a new contract for the provision of these annual subscription stickers and the capability to be able to track and monitor sticker provision and delivery.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 90533000 - Waste-tip management services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

North Hertfordshire District Council and East Herts Councils shared waste service team (the Council) invites Tenders for the design, supply, print and postage of its respective garden waste service permits.

The Council is seeking a new contract for the provision of these annual subscription stickers and the capability to be able to track and monitor sticker provision and delivery.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £300,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

5 July 2022

End date

31 August 2022

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Check the website

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

North Hertfordshire District Council and East Herts Councils shared waste service team (the Council) invites Tenders for the design, supply, print and postage of its respective garden waste service permits.

The Council is seeking a new contract for the provision of these annual subscription stickers and the capability to be able to track and monitor sticker provision and delivery.

The County of Hertfordshire is located north of Greater London and enjoys excellent road and rail links to both London and the North of England due to the proximity of the A1(M) and the M1. The North Hertfordshire district is clustered around the four market towns of Baldock, Letchworth, Hitchin, and Royston with pleasant residential development and numerous rural villages in between. Light industry around the towns provides employment in addition to agriculture.

III.1.2) Economic and financial standing

List and brief description of selection criteria

North Hertfordshire District Council uses an E-Tendering system (In-Tend) for OJEU Procurements.

2.1 ITTs must be returned through the Supply Hertfordshire Portal at the following website:

<http://www.supplyhertfordshire.uk/>

2.2 You must be registered on this website to respond. If you are already registered you will not need to register again, simply use your existing username and password. Please note that there is a password reminder link on the homepage.

Please ensure that you follow any instruction provided to you here. If you experience any technical difficulties please contact the Intend Helpdesk on 0645 5576079 or by email support@in-tend.com

Tenderers are required to supply an electronic copy of their ITT response and all supporting documents in either a Microsoft Word or PDF format, to be uploaded to the Intend E-tendering system. You must ensure that the Quality and Price submissions are loaded separately

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

2 August 2022

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

3 August 2022

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The service process must include as mandatory requirements:

1. The ability to load subscribers details via excel spread sheet or API link for the provision of the permit, this should be a secure system to ensure privacy
2. Storing of the address details and the number of stickers requested in a system that can be used to "search" for issued stickers and prevent duplication.
3. The Supplier to provide and print the stickers, with an optional welcome letter and operational terms and conditions decided each year in advance.
4. The Supplier to deliver the sticker and additional correspondence to residents (in an agreed marked envelope)
5. The sticker and correspondence to be delivered within a maximum of 10 calendar days (including non-working days)
6. Provision of a new design for each authorities subscription year, to ensure that stickers can be differentiated between subscription years.
7. System in place to prevent the duplication of stickers to reduce errors.

The Supplier's system must be able to integrate with each council's payment portal provided by Digital Peanut, this needs to be API link or fields from excel spreadsheet. This is a combined contract however each authorities requirements should be catered for as separate as there are two payment portals, subscription periods (sticker end dates) sticker designs, logos and terms and conditions.

Suppliers must be able to receive electronically details of residents' addresses from the Council's payment portal provided by Digital Peanut.

Suppliers must be able to send stickers for 'second' or 'third' subscriptions at the same address in one envelope as one 'pack' to avoid unnecessary duplication and waste.

The Supplier is to print the stickers and post them out to the residents. Provide a

cloud/web based tracking systems, that the Council is able to access, is required to enable the process to be monitored. The tracking system should contain all information about orders including:

- Status of the order
- The ability for the councils to order replacement sticker packs (if sticker is reported as not received or damaged)
- The ability to produce management reports and relevant performance data about who has received a sticker and when
- Unlimited log-ins provided with user training and telephone support for the council to use the cloud/web based tracking system

The Resident's pack must include:

- Colour sticker printed with individual address and UPRN (unique property reference number).
- Current sticker size 148mm x 210mm (A5), supplier to advise on sticker size if an alternative option is available that meets the criteria but with a reduced cost.
- Material: synthetic hi tac suitable for outdoor use
- Sticker able to be peeled off from the backing paper and applied to a wheeled bin easily
- Sticker once attached to a wheeled bin will not be damaged by the weather, water or easily tampered with and removed
- If the sticker is removed from a wheeled bin it should tear and not be able to be transferred to another wheeled bin
- Sticker which does not fade etc.

A mocked up sample sticker should be supplied with the bid to enable an assessment to be made during the tender evaluation process.

1. Brown manila envelope with council logo printed on it (advise if there are savings to not include a logo) these options are both included in the pricing document.

2. Covering letter to resident

3. Copy of each councils terms and conditions (currently 3 pages) each council may wish

to remove the terms and conditions for a digital version at the beginning of the subscription period.

4. Directions for use printed onto the reverse of the sticker backing paper

In order to meet the councils sustainability agenda we would expect that paper is either made from recycled sources or Forest Stewardship certified sources and non-bleached. The pack to be received by resident within 10 calendar days of their order being placed.

Quantities

Current subscription volume suggests that each authority will issue approximately 30k permits each although this could go up or down in subsequent subscription periods. We anticipate there to be significant peaks and troughs throughout the year for each authority, as identified in Appendix 1. It should be noted that each authority is keen to have residents pay via Direct Debit. We anticipate that this means that addresses will be manually loaded for those residents, however we would be happy to explore options with the provider for automating this process. Permits will be loaded in a number of ways either: -

- Manually in bulk via a spreadsheet upload
- Via an application programming interface API (for one off card payments only)
- Individually by council users

Should either authority cease their garden waste collection service there will no longer be a requirement for permits stickers. This will be advised you with a minimum of three months' notice.

Optional Items

To design the bin sticker, letter and envelope (for residents to show they have paid for their brown bins). This includes the scope to react to feedback and amend designs where required by the council. It will also be necessary for a new colour to be used and amendments made to stickers each year. This is an optional item and we reserve the right to design in house if you do not have the resource for this or it is considered a costly addition.

The Supplier must be:

Be able to cope with high influxes of orders being placed at the same time, see Appendix 1.

Be able to provide proof of printed materials before printing for accuracy checks and sign off by the council.

Able to work well during both peak periods and quiet periods. Peak periods are likely to be February - May and August to October. This may vary as a result of service provision or extensions.

Able to ensure that support or the account manager is contactable when needed (Mon - Fri, 9 - 5)

Compliant with relevant legislation and regulation, e.g GDPR requirements for dealing with personal data

Service Level Agreement requirements (SLA) and Key Performance Indicators (KPI):

- All sticker orders to be fulfilled 100%
- All stickers to be received by residents within 10 calendar days of order received on website (including non-working days)
- Supplier to provide a system to advise the status of the order, including the expected delivery date.
- If sticker reported as not received Supplier to be able to prove that it has been printed and despatched or must re-issue a pack at the Supplier's expense. Demonstration of how this will be proved should be provided with the tender submission.
- The equivalent Service Credits will be applied for non-delivery and late delivery of stickers
- A Service Credit will be applied for any periods during which the cloud based tracking system is unavailable to the council's staff
- Service Credits will be applied for any periods where printing and or delivery are not achieved (outside of the 10 day delivery period)

Service Credits

Any period(s) of 1 working day or more (Mon - Fri) where the cloud based tracking system is not available during each calendar month £40 per day

5 stickers or more a month not delivered within the 10 day Service Level requirement To be delivered at suppliers cost 1st class plus £1 penalty per sticker

4 stickers or less a month not delivered within the 10 day SLA To be delivered at suppliers cost 1st class

Governance and Contract Management

A grace period of 1 month for the first month after service commencement will apply before the service credits come into effect.

Service credits to be assessed monthly in arrears. The supplier must provide an exception report showing any issues arising, the reasons for the issue and any service credits due.

An optional monthly contract meeting may be required if there are concerns about the delivery of the service this may be conducted via telephone / zoom etc.

Pricing

Bidders are asked to provide pricing for the following, it can assumed that the quantities will be approximately those identified in the pricing document which have been taken from Appendix 1 for each authority. However, these quantities are not guaranteed.

Please provide:

- Price per sticker (inclusive of postage, envelope, welcome letter, 3 page terms and conditions) - see pricing document for full requirements
- Set up costs

Additional items

Details of these can also be found in the pricing document and will not be scored.

- Additional posted standardised letter (double sided - black ink only) to customers per 1,000
- Email to customers per 1,000
- The annual design of the sticker and associated proofs until a final version is signed off.
- Cost for API link to be provided for automated loading (this may not be taken up at the commencement of the contract)
- Additional letters (by post) per 1,000, this would be for a doubled sided print of A4 black in only and include postage and envelope.

- Cost of a 2-page T&Cs document

Each option may also include an initial, one-off set up cost for establishing the service (please indicate if this is the case). This must include any costs associated with any integration, development or additional costs related to the co-ordination with the council's payment portal provider, Digital Peanut, and any other relevant systems.

VI.4) Procedures for review

VI.4.1) Review body

North Herts Council

hertfordshire

sg6 3jf

Email

akin.oyedapo@north-herts.gov.uk

Country

United Kingdom